

Job Title People Operations Adviser

Grade 10

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

People Services are responsible for the delivery of a range of People related activities including Learning and Organisational Development, Employee Relations, Policy development, Reward, Resourcing, Change Management and Health, Safety and Wellbeing. People Services are also responsible for the development and delivery of the People Strategy, focusing on the four main pillars; Keeping and attracting talented People; Promoting a positive working environment Developing skills for now and the future, and Developing leaders for now and the

future. All that we do focuses on how we will develop the right culture, support and skills to keep making a difference for Staffordshire's communities.

About the Role

The role of People Operations Adviser is key to providing advice and support to our managers through all aspects of Employee Relations from initial advice through to formal processes and hearings. Change Management is an important focus for the role including supporting managers with organisational design, review and formal consultation and implementation. Using insight gathered through working with our services the role contributes to the development of our policies and processes as we strive for continuous improvement

Reporting Relationships

Responsible to: People Operations Manager

Key Accountabilities:

1. Provide advice, challenge and support to managers at all levels across the full range of County Council services on all employee relations issues, change management and organisational development activity. This will involve exploring, probing and analysing situations providing solutions with risks and benefits, including circumstances when policy and precedent does not exist.
2. Undertake and/or support with the investigation of any employee relations issues in accordance with Staffordshire County Council People policies and processes.
3. To triage cases on entry to the People Operations Team and make recommendations on the most appropriate route in order to resolve people related issues quickly and informally.
4. Interpret and assess current and future case law and employment law, identifying, developing and implementing changes to policy and procedures.

5. Provide expert, professional and ethical People advice including advice within formal hearings and processes, using knowledge of employment legislation to reduce risk of future Employment Tribunal proceedings.
6. Coach and support managers to resolve issues at the earliest opportunity where appropriate, determining where informal resolution can be achieved and identify cases that are suitable for mediation.
7. Undertake and provide support and guidance on all employee relations and change management activity as allocated through the People Operations Manager, including reporting on data metrics, identifying any organisational development needs, People risks and mitigating actions.
8. Support managers with individual and collective meetings and engagement activities as a result of change associated with TUPE and collective redundancy, working with stakeholders to identify HR matters and achieve business project outcomes.
9. Support the development and delivery of learning and development workshops on employee relations and change related topics to ensure managers have the required knowledge, skills and understanding of key people policies and processes.
10. Gather, analyse and monitor data relating to people related activity identifying trends, areas of concern and performance on all change and employee relations activity to ensure customer satisfaction and identify any improvements.
11. Responsible for ensuring HR casework/databases/trackers are maintained and cleansed on a regular basis, to assist the People Operations Manager in the production of accurate reporting to the People Leadership Team.
12. Develop strong and effective working relationships with other services i.e. trade union representatives, safeguarding teams, audit, legal services, OHU to ensure joint partnership working. This may include working with multi agency partners and other organisations.
13. Provide support and guidance to managers in job design utilising Job Evaluation knowledge, skills and experience, whilst considering the Council's wider organisational structure. This will include participation at JE panels as required.

14. Build relationships with the Strategic People Partners to ensure that information is shared as appropriate enabling the Strategic People Partners to discharge their roles effectively.
15. Promote and embed health and safety policies relating to employee well-being, including providing advice on employee wellbeing where required ensuring that the Council fulfils its legal obligations.
16. Ensure the Council meets its employer responsibilities in relation to People (HR and workforce) issues in SCC maintained schools.

Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role locally and regionally.

This post has no political restriction.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership - CIPD or equivalent qualification - Active Membership of CIPD* *This position works at Associate Level of the CIPD Professional Map, which will be used for the postholders continuous professional development.	A/I/T
	Knowledge and Experience - Excellent knowledge of current employment legislation, case law and good HR practice - Extensive experience of Human Resources within a large complex unionised organisation - Good professional judgement based on analysis of relevant factors and an ability to prioritise - Experience in successfully delivering and supporting on a range of change projects - Knowledge and understanding of Local Government terms and conditions of employment - Experience of advising managers on complex employee relations/people related issues - Understanding and experience of managing TUPE, Redundancy and change programmes in a complex environment - Experience of Job Evaluation processes - Experience of advising at meetings including appeals and dismissals - A good understanding of the current challenges facing local government coupled with financial and commercial awareness. - Knowledge of Adult and Children Safeguarding	A/I/T A/I/T I/T A/I/T A/I/T A/I A/I/T A/I A/I A/I/T A/I/T

	Skills • Probity and credibility that engages and instils the confidence of leaders, staff and stakeholders • Able to influence, negotiate and persuade on complex, confidential and sensitive issues • Adept at working in ambiguity and working on own initiative. • Highly developed written skills to produce complex letters and reports • Highly developed verbal communication skills to enable difficult conversations on sensitive matters in emotional settings • Presentation skills to deliver briefings • Ability to probe, absorb and analyse information quickly including frequently switching between tasks • Coaching mentoring and facilitation skills. • Resilient with an ability to manage time and workload pressures • Recognise inefficiencies in current practice and find ways of improving how things are done. • Demonstrate a proactive approach to Continuous Professional Development • Competent at using Microsoft packages and other IT systems	I/T A/I/T I/T A/I/T A/I/T A/T A/I/T A/I/T A/I A/I A/I/T
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*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting
Talent & Resourcing Team 01785 278300